Mobile Crisis Intervention Unit
2025 Annual Report

Providing the Right Response, at the Right Time for Persons in Crisis

Prepared By Resources for Human Development (RHD)
In Partnership with City of New Orleans New Orleans Health Department
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Table of Contents

1. Introduction

2. Message from Leadership

3. 2025 By the Numbers

4. Participant Satisfaction Survey Results

- Survey Summary
- Respondent Profile
- Key Metrics
- Awareness Before Interaction
- Preferred Survey Contact Method

5. MCIU 2025 Impact

6. Key Highlights

- Historic Snowstorm Response
- Parade Season Engagement
- Super Bowl Preparedness
- Chef Menteur Fire Response
- Shelter Emergency Support
- School-Based Mental Health Awareness Initiatives
- Critical Incident Support
- Community Outreach and Engagement
- Service Expansion and Fleet Growth
- CARF Accreditation Achievement

7. Community Impact and Outcomes

8. Community Advisory Board (CAB)

9. Financial Sustainability and Medicaid Reimbursement Readiness

10. Overall Service Delivery and Performance

- Calls for Service
- Call Dispositions
- Support to Other Agencies
- Transports and Community Resolution
- Special Events
- Calls Sent Back
- Response Time Performance and Service Delivery

11. Follow-Up and Continuity of Care

12. Staff and Workforce Development

- Workforce Snapshot
- Workforce Impact

13. Strategic Priorities for 2026

14. Acknowledgments

15. Conclusion

Mobile Crisis Intervention Unit (MCIU)

For the Mobile Crisis Intervention Unit (MCIU), 2025 was a year defined by growth, innovation, community partnership, and unwavering dedication to serving individuals and families experiencing behavioral health crises throughout the City of New Orleans. As one of the region's premier community civilian- based behavioral health response programs, MCIU continued to demonstrate that compassionate, clinically driven crisis intervention can improve outcomes for individuals in need while reducing the burden on traditional emergency response systems.

Throughout 2025, MCIU responded to 3,769 true calls for service, providing immediate crisis assessment, de-escalation, transportation, safety planning, resource coordination, and community stabilization services to thousands of residents. The team maintained an average response time of approximately 17 minutes and an average total service time of approximately 40 minutes, ensuring timely and effective intervention during some of the most critical moments in an individual's life.

Beyond direct crisis response, MCIU played a vital role in strengthening community resilience through public education, disaster response, outreach initiatives, and support for major city events. Team members assisted residents during the historic January snowstorm, supported victims and responders following the January 1st terrorist attack, participated in school-based mental health awareness campaigns, provided behavioral health support during Mardi Gras and Super Bowl activities, and partnered with numerous agencies to address the complex needs of New Orleans residents.

Operationally, 2025 marked several significant milestones for the program. MCIU expanded its fleet, increased service capacity through the adoption of additional crisis response call codes, strengthened partnerships with public safety agencies, and successfully earned a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF). These achievements reflect the program's commitment to excellence, accountability, and continuous quality improvement.

The impact of these efforts is reflected not only in service volume and operational performance, but also in the experiences of the individuals and families served. Participant satisfaction survey results demonstrated exceptionally high levels of satisfaction, confidence, and willingness to recommend MCIU services to others, reinforcing the program's reputation as a trusted behavioral health resource within the community.

The Mobile Crisis Intervention Unit (MCIU) continued to demonstrate significant growth and positive community impact throughout 2025. Since the program's first year of operation, service utilization has increased substantially, reflecting both the growing need for behavioral health crisis services and increased community awareness of MCIU as a trusted crisis response resource.

In its first year, MCIU responded to **2,448 calls for service**. By 2025, the team responded to **3,769 calls for service**, representing an increase of **1,321 calls** and approximately **54% growth** in overall service volume. This increase highlights the program's expanding reach and its critical role in addressing behavioral health crises throughout the community.

This report provides a comprehensive overview of MCIU's accomplishments, service outcomes, operational performance, community engagement efforts, and quality improvement initiatives during 2025. The quantitative and qualitative data contained in this report highlights the dedication of our staff, the strength of our partnerships, and our continued commitment to providing person-centered, trauma-informed, and recovery-oriented crisis services to the residents of New Orleans.

Message from Leadership

The successes highlighted throughout this report are the direct result of a shared commitment among our staff, community partners, stakeholders, and the individuals and families we are privileged to serve. As the demand for behavioral health crisis services continues to grow, MCIU remains dedicated to delivering safe, responsive, and compassionate care while advancing innovative approaches that improve access, outcomes, and quality of life for our community.

As we look toward 2026, we remain focused on strengthening partnerships, expanding awareness of behavioral health resources, enhancing service delivery, and continuing our mission of meeting people where they are—both literally and figuratively—during their time of greatest need providing the level of care at the right time. Together, we are building a stronger, healthier, and more resilient New Orleans.
"Providing Hope, Support, and Crisis Response When It Matters Most." Providing no wrong door and the right service at the right time...

Best,

Jan Tarantino, LMSW- State Director
Tyesha Rhodes, LCSW- BACS, Director

2025 By the Numbers

A Snapshot of MCIU's Impact

The Mobile Crisis Intervention Unit continued to advance behavioral health crisis response throughout New Orleans in 2025. The following highlights reflect the program's operational performance, community impact, workforce development, and commitment to providing timely, person-centered crisis intervention services.

- **3,943** MCR Items Generated
- **3,769** True Calls for Service
- **17-Minute** Average Response Time
- **40-Minute** Average Episode Duration
- **39%** Diversion from Traditional First Responders
- **87%** Successful Handoffs
- **22%** Community Resolution Rate
- **75%** Follow-Up Success Rate
- **539** Support Responses to Partner Agencies
- **30** Community Events Supported & Outreach
- **84%** Employee Retention Rate
- **100%** Safety Compliance
- **3-Year CARF Accreditation**

Participant Experience and Satisfaction

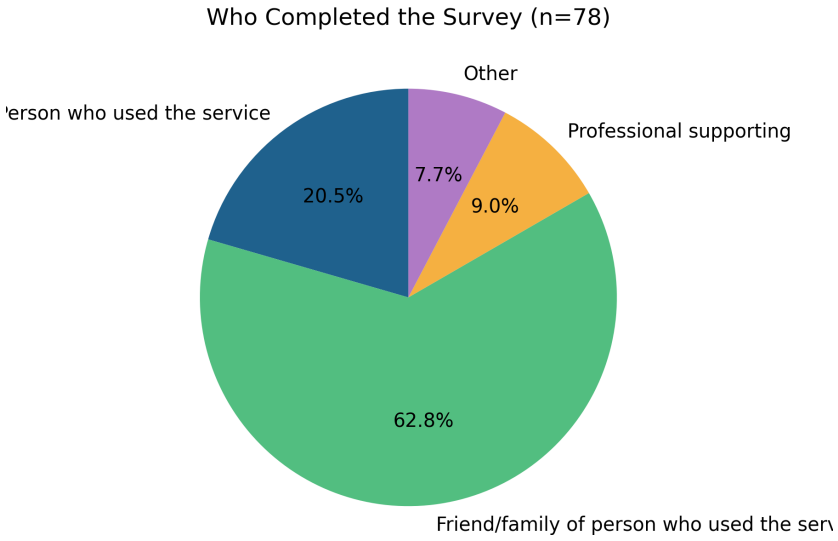
The 2025 Participant Satisfaction Survey demonstrates the positive impact MCIU has on individuals and families experiencing behavioral health crises. Survey respondents reported exceptionally high levels of satisfaction with the services received, noting that staff were compassionate, professional, respectful, and responsive during times of crisis. Respondents consistently indicated confidence in the support provided and expressed a

strong willingness to recommend MCIU services to others. These findings reinforce MCIU's commitment to delivering person-centered, trauma-informed, and recovery-oriented crisis intervention services throughout New Orleans.

While survey results were overwhelmingly positive, respondent feedback also identified opportunities for continued growth. Specifically, survey findings highlight the need to expand community awareness of MCIU services and strengthen connections to ongoing support resources following crisis intervention. MCIU will use.

Respondent Profile

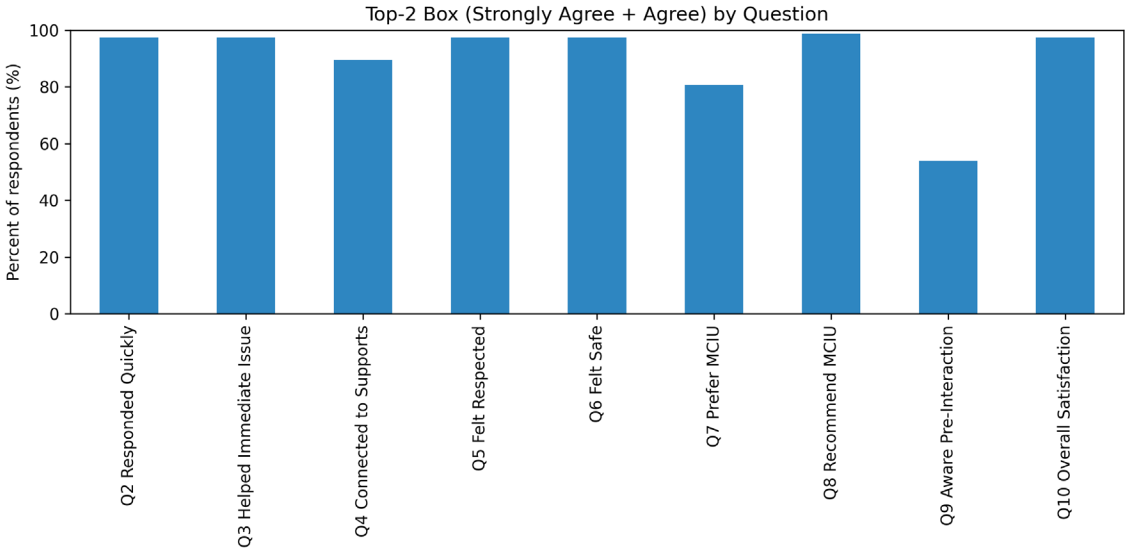
A total of **78 individuals** participated in the 2025 Participant Satisfaction Survey, representing both people served and members of their support networks. The majority of respondents identified as family members or friends of the individual who received services, followed by individuals who personally interacted with MCIU. These responses provide valuable insight into the experiences of those most directly impacted by MCIU's crisis intervention services and help inform ongoing quality improvement efforts.



Key Metrics

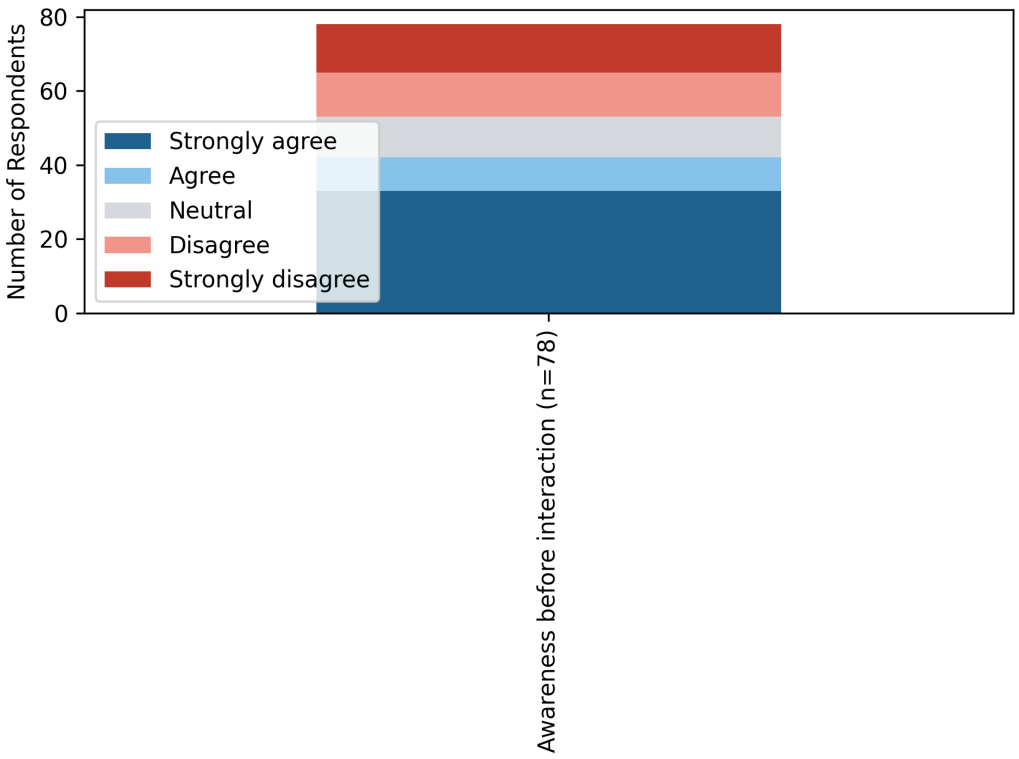
The survey results demonstrate that MCIU continues to make a meaningful difference for individuals and families experiencing behavioral health crises. Respondents consistently reported positive experiences with crisis intervention services, highlighting the professionalism, empathy, and responsiveness of MCIU staff. High levels of satisfaction and recommendation rates indicate strong confidence in the program and its ability to provide

effective support during times of need.



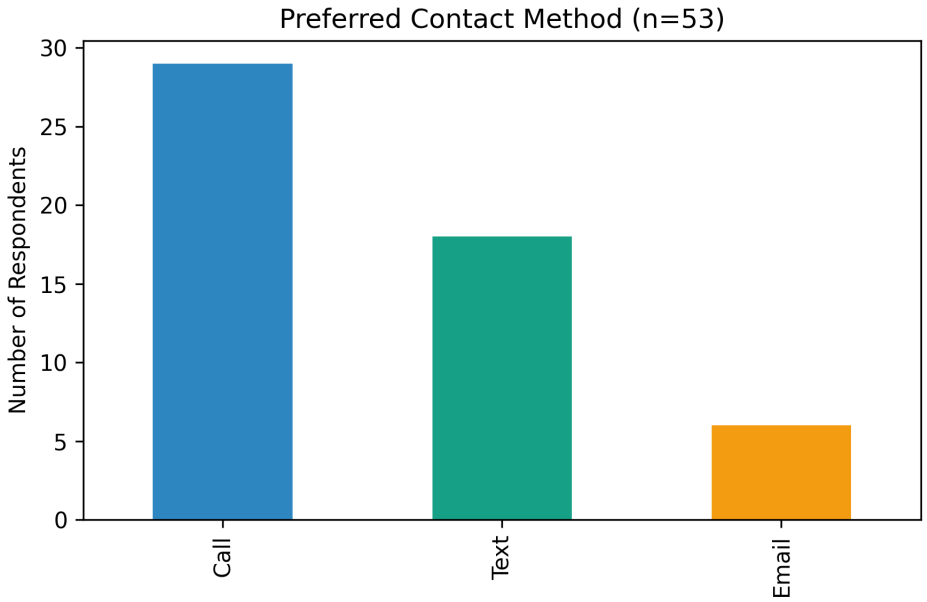
Awareness Before Interaction

Awareness of available behavioral health resources is a key factor in ensuring timely access to support during a crisis. Survey respondents were asked whether they were familiar with MCIU before their interaction with the program. Results indicate that while many participants were aware of MCIU services, a notable number first learned about the program during their crisis experience. These findings highlight the importance of continued community outreach and public education efforts to increase awareness and accessibility of Mobile Crisis services throughout New Orleans.



Preferred Method of Contact

Effective communication is essential to ensuring successful follow-up, continuity of care, and connection to community resources. As part of the participant satisfaction survey, respondents were asked how they prefer to be contacted following a Mobile Crisis Intervention Unit (MCIU) intervention. The results indicate a continued preference for direct phone communication, while text messaging remains a popular alternative. These findings help inform outreach strategies and support MCIU's efforts to engage individuals and families in a manner that is both accessible and responsive to their needs.



Client Demographic Profile

The Mobile Crisis Intervention Unit serves individuals across the lifespan and responds to behavioral health crises regardless of age, diagnosis, insurance status, housing status, or socioeconomic background. Throughout 2025, MCIU provided crisis intervention services to thousands of residents, families, and visitors across the City of New Orleans, supporting individuals experiencing mental health crises, substance use concerns, suicidal ideation, psychosis, homelessness-related challenges, family conflict, and other behavioral health emergencies. Services were delivered in homes, schools, community settings, healthcare environments, shelters, and public spaces, reflecting the broad and diverse population served by the program. Data trends show MCIU has severed more adults ages 21 and over. The total demographic make has trended on average of serving 700 % of adults 30 % of children.

What We Learned from Those We Serve

The experiences and feedback of the individuals, families, and community members served by the Mobile Crisis Intervention

Unit (MCIU) remain central to the program's commitment to continuous improvement. Throughout 2025, participant satisfaction survey results demonstrated overwhelmingly positive experiences, with respondents reporting high levels of satisfaction, confidence in the services received, and willingness to recommend MCIU to others. These findings reflect the professionalism, compassion, and dedication demonstrated by MCIU staff during every crisis response.

Survey feedback also provided valuable opportunities for growth. While participants reported strong satisfaction with crisis intervention services, the results highlighted the importance of continuing to expand community awareness of MCIU and strengthening connections to ongoing supports and resources following a crisis. These insights help inform program planning, quality improvement initiatives, and future service enhancements.

The voices of those served reinforce MCIU's mission of providing timely, person-centered behavioral health crisis intervention while also helping guide the program's continued development. By listening to the needs and experiences of the community, MCIU remains focused on improving access, strengthening partnerships, and enhancing outcomes for individuals and families throughout New Orleans.

From Feedback to Impact

While participant survey results provide insight into the experiences of those served, the following sections highlight the broader impact of MCIU throughout 2025, including crisis response outcomes, community engagement efforts, operational achievements, and contributions to New Orleans' behavioral health and public safety systems.

Program Impact and Accomplishments

Building upon the feedback and experiences shared by those we serve, MCIU's operational performance during 2025 demonstrates the program's continued impact on individuals, families, community partners, and the broader public safety system.

Of the total number of true calls, MCIU saw on average 10-12 calls per day. While rapid response remained our core mission, the team went above and beyond through outreach, education, community engagement, and emergency disaster support. MCIU successfully diverted **39% of mental health-related calls from traditional first responders**, helping strengthen New Orleans' behavioral health crisis response system.

Additionally, when responding alongside first responder agencies, MCIU successfully completed **87% of behavioral health handoffs**, allowing public safety personnel to return to their primary responsibilities more quickly.

MCIU maintained an average response time of approximately **17 minutes** and an average total call duration of approximately **40 minutes from initial call receipt to completion**, while achieving **100% safety compliance with zero safety incidents throughout the year**. These accomplishments reflect the dedication of MCIU staff and the program's commitment to providing safe, timely, and effective crisis intervention services to the residents of New Orleans

Key Highlights of 2025

The following accomplishments represent some of the program's most significant achievements during 2025.

Crisis Response and Public Safety Impact

- Responded to **3,769 true calls for service** across the City of New Orleans, providing immediate behavioral health crisis intervention, assessment, de-escalation, transportation, and stabilization services. These calls provide direct relief to other first responders.
- Maintained an average response time of approximately **17 minutes** and an average episode duration of **40 minutes**, ensuring timely access to crisis care.
- Successfully diverted approximately **39% of behavioral health-related calls from traditional first responders**, strengthening community-based crisis response and reducing demands on emergency systems.
- Year 2025 MCIU was recognized as a Natural Innovative Model for Alternative Response. (Vera Institute)
- Achieved an **87% behavioral health handoff rate**, allowing law enforcement and EMS personnel to return to primary public safety responsibilities more quickly.

Emergency and Disaster Response

- Served as a critical community resource during the **Historic January Snowstorm**, transporting more than 30 individuals and families to emergency shelters and warming centers.
- Provided behavioral health support and coordinated partner debriefings following the **January 1, 2025 terrorist attack**, assisting affected individuals, families, and first responders.
- Supported approximately **200 residents impacted by the Chef Menteur Highway fire**, providing transportation, crisis support, and access to essential resources.
- Collaborated with community partners and shelter providers to assist residents experiencing housing instability and emergency shelter needs throughout the year.

Community Outreach and Awareness

- Participated in more than **30 community coordinated events**, increasing public awareness of behavioral health resources and Mobile Crisis services.
- Engaged residents during Mardi Gras festivities through community education, resource distribution, and support activities along parade routes.
- Supported Super Bowl-related preparedness and response efforts by connecting residents with shelter resources, behavioral health services, and community support.
- Partnered with local schools to promote mental health awareness through the **"Punt Perceptions, Tackle Thoughts, Initiate Interceptions"** campaign, reaching students, families, and educators throughout New Orleans.

Programming Growth and Innovation

- Expanded Mobile Crisis service capacity through the implementation of additional Mobile Crisis-specific dispatch call codes, increasing direct access to crisis response services.
- Added **two new 4x4 response sprinter supervisor vehicles** to the fleet, enhancing operational readiness during severe weather, disasters, and periods of high service demand.
- Increased daily deployment capabilities, allowing MCIU to utilize up to four response vehicles when community needs required expanded coverage.

Quality, Workforce, and Accreditation

- Achieved a **Three-Year CARF Accreditation**, demonstrating adherence to nationally recognized standards of quality, safety, and service excellence.
- Maintained **100% safety compliance with zero reportable safety incidents** involving staff, clients, or community members.
- Achieved an **84% employee retention rate**, supporting workforce stability and continuity of care. 92% of MCIU employees are Natives of the greater New Orleans area.
- Continued cross-training initiatives with public safety partners, strengthening coordination among behavioral health responders, law enforcement, emergency medical services, and dispatch personnel.

Community Impact and Outcomes

The Mobile Crisis Intervention Unit (MCIU) continued to improve behavioral health outcomes across New Orleans by providing timely crisis intervention, strengthening community partnerships, and connecting individuals and families to essential supports and services.

MCIU responded to **3,769 true calls for service**, maintaining an average response time of **17 minutes** while delivering person-centered crisis intervention throughout the city. Through its specialized response model, MCIU diverted approximately **39% of mental health-related calls away from traditional first responders** and successfully completed **87% of behavioral health handoffs** from partner agencies, allowing law enforcement and EMS personnel to return to their primary public safety duties.

The team remained committed to providing care in the least restrictive environment possible, successfully resolving approximately **25% of crisis encounters in the community without transport** through assessment, de-escalation, safety planning, and resource coordination. While the highest intervention has consistently Additionally, MCIU successfully followed up with approximately **75% of individuals and families served**, providing referrals and linkage to community resources, behavioral health providers, medical services, educational supports, and other essential programs.

Beyond direct crisis response, MCIU supported more than **30 community events, outreach initiatives, and emergency response operations**, including disaster response efforts, school-based mental health awareness campaigns, shelter support, and citywide public safety events. These efforts strengthened community resilience, increased awareness of behavioral health resources, and expanded access to care across New Orleans.

Through compassionate intervention, strong partnerships, and a commitment to meeting people where they are, MCIU continues to enhance public safety, improve access to behavioral healthcare, and build a healthier, more resilient community for the residents of New Orleans.

Community Advisory Board (CAB)

The Mobile Crisis Intervention Unit (MCIU) Community Advisory Board (CAB) serves as an essential link between the program and the communities it serves. Established in collaboration with the New Orleans Health Department (NOHD), Resources for Human Development (RHD), and community stakeholders, the CAB provides a structured forum for individuals with lived experience, family members, caregivers, behavioral health professionals, and

community representatives to offer feedback on MCIU operations, performance, and community impact. Throughout the 2025 calendar year, the CAB was able to successfully meet quarterly for community meetings.

The primary purpose of the CAB is to ensure that MCIU services reflect the voices and experiences of community members while supporting the continued development of an effective, community-centered behavioral health crisis response system. Through regular meetings, CAB members review program performance data, discuss operational updates, provide recommendations regarding community education efforts, and identify opportunities to strengthen coordination with community resources and support services.

Throughout 2025, MCIU leadership remained committed to transparency, accountability, and community engagement by actively participating in CAB meetings and sharing program information, performance outcomes, and service developments. Input from CAB members helped inform discussions regarding program growth, community awareness strategies, service accessibility, and overall program effectiveness.

The CAB also plays an important role in public education by helping increase awareness of MCIU services throughout New Orleans and serving as a mechanism for ongoing community feedback. This collaborative partnership ensures that MCIU remains responsive to the needs of residents and continues to evolve as a trusted behavioral health resource for the community.

CAB Focus Areas

The Community Advisory Board provides feedback and guidance in four key areas:

- Program Performance Assessment
- Programmatic Updates
- Community Education and Outreach
- Coordination with Community Resources and Services

Through these focus areas, the CAB helps strengthen accountability, promote transparency, and ensure that community perspectives remain central to the continued success and development of the Mobile Crisis Intervention Unit

Financial Sustainability and Medicaid Reimbursement Readiness

While community engagement and program accountability remain essential to MCIU's success, long-term sustainability also depends on strong financial stewardship and diversified funding strategies. Throughout 2025, MCIU continued to strengthen its financial infrastructure by enhancing Medicaid eligibility verification, reimbursement readiness, and payor identification processes. These efforts support responsible management of public resources while positioning the program for future growth and sustainability.

The Mobile Crisis Intervention Unit is primarily funded through the support of the **New Orleans Health Department (NOHD)**. As Louisiana Medicaid continues to recognize eligible Mobile Crisis Intervention services for reimbursement, MCIU has worked to identify opportunities to secure available reimbursement for qualified services provided to Medicaid beneficiaries. Reimbursement revenue helps offset the public funding invested in the program, promotes long-term sustainability, and supports the continued expansion of crisis response services within the community.

During 2025, RHD- MCIU strengthened internal processes related to Medicaid eligibility verification and payor identification at the time of service. While only a portion of individuals served were identified as having active Louisiana Medicaid coverage, these efforts provided valuable insight into the reimbursement potential of Mobile Crisis services and helped establish the foundation for future billing and reimbursement activities.

As MCIU continues to mature, the program remains committed to aligning documentation, reporting, and service delivery practices with reimbursement requirements while maintaining its primary mission of providing timely, person-centered behavioral health crisis intervention. Through these efforts, MCIU seeks to maximize available funding opportunities, strengthen fiscal sustainability, and ensure that high-quality crisis services remain accessible to the residents of New Orleans

By pursuing Medicaid reimbursement opportunities for eligible services, MCIU is helping to maximize public investments, reduce reliance on a single funding source, and create a more sustainable behavioral health crisis response system for the City of New Orleans

Staff and Workforce Development

The success of the Mobile Crisis Intervention Unit (MCIU) is driven by the dedication, professionalism, and expertise of its workforce. Throughout 2025, MCIU maintained a team of **19 employees**, consisting of **8 full-time staff members** and **11 part-time/PRN staff members**, ensuring the program's ability to provide responsive, flexible, and effective crisis intervention services across the City of New Orleans.

MCIU remained committed to developing a highly skilled workforce capable of responding to complex behavioral health crises in diverse community settings. During 2025, **eight staff members-maintained Crisis Intervention Team (CIT) certification**, strengthening the program's ability to utilize evidence-based de-escalation techniques and collaborative public safety approaches when supporting individuals experiencing behavioral health emergencies.

To ensure consistent service quality and preparedness, **100% of MCIU staff maintained current CPR certification, completed Louisiana Department of Health (LDH) Mobile Crisis Response training requirements, and fulfilled all required Resources for Human Development (RHD) corporate training**, MCIU training academy including compliance, safety, ethics, documentation, and professional development requirements. These training standards ensure that every team member possesses the knowledge and skills necessary to safely and effectively respond to individuals and families in crisis.

Throughout the year, staff participated in ongoing professional development and cross-training opportunities with key public safety partners, including the **New Orleans Police Department (NOPD)** and the **Office of Public Communications and Dispatch (OPCD)**. These collaborative training efforts enhanced interagency coordination, strengthened crisis response practices, improved understanding of dispatch and diversion processes, and promoted a more integrated community response to behavioral health emergencies.

MCIU also remained focused on workforce stability and employee engagement, achieving an **84% employee retention rate** during 2025. Maintaining a consistent and experienced workforce is critical to delivering high-quality crisis services and preserving

institutional knowledge, team cohesion, and clinical expertise. This retention rate reflects the program's commitment to employee support, professional growth, and a positive workplace culture.

Recognizing that employee safety and preparedness are essential to effective crisis response, MCIU routinely surveyed staff throughout the year to assess their comfort level, training effectiveness, operational readiness, and overall sense of safety while providing services in the community. Staff feedback was used to identify opportunities for additional support, training, and program improvements, ensuring employees remained confident and equipped to respond to a wide range of behavioral health emergencies.

Survey results demonstrated a highly confident and prepared workforce, with **99% of staff reporting that they felt comfortable responding to calls for service and adequately trained to support individuals experiencing behavioral health crises**. These findings reflect MCIU's continued investment in workforce development, employee engagement, and maintaining a culture of safety, support, and continuous quality improvement.

The continued investment in staff development, training, workforce readiness, and employee well-being reflects MCIU's commitment to operational excellence and the delivery of safe, effective, and person-centered crisis intervention services. As the program continues to evolve, workforce development will remain a cornerstone of MCIU's strategy to ensure exceptional service delivery for the residents of New Orleans.

2025 Workforce Snapshot

- **Total Employees:** 19
- **Full-Time Staff:** 8
- **Part-Time/PRN Staff:** 11
- **CIT Certified Staff:** 8
- **Employee Retention Rate:** 84%
- **CPR Certified Staff:** 100%
- **LDH Crisis Response Training Completion:** 100%
- **RHD Corporate Training Compliance:** 100%
- **Staff Reporting They Feel Adequately Trained and Comfortable Responding to Calls:** 99%

Workforce Impact

The strength of MCIU's workforce is reflected in the program's ability to respond to **3,769 true calls for service**, maintain **100% safety compliance with zero safety incidents**, achieve exceptionally high participant satisfaction ratings, and provide compassionate, effective crisis intervention throughout New Orleans. The professionalism, dedication, and expertise of MCIU staff continue to be the foundation of the program's success, ensuring that individuals and families experiencing behavioral health crises receive timely support, quality -person centered care, and meaningful connections to community resources. Through ongoing training, employee engagement, safety monitoring, and continuous quality improvement efforts, MCIU remains committed to developing and supporting a workforce that is prepared to meet the evolving needs of the community.

Strategic Priorities for 2026

As MCIU moves into 2026, the program remains committed to strengthening behavioral health crisis response services through

continued growth, innovation, and community collaboration. Building upon the successes of 2025, MCIU will focus on expanding community awareness, maintaining rapid response capabilities, enhancing follow-up and continuity of care, investing in workforce development, strengthening partnerships with public safety and community organizations, advancing Medicaid reimbursement readiness, and maintaining the highest standards of safety, quality, and regulatory compliance.

Through these priorities, MCIU will continue working toward a more accessible, responsive, and sustainable crisis response system that improves outcomes for individuals and families while supporting the broader behavioral health and public safety systems throughout New Orleans.

2026 Strategic Focus Areas

- Expand Community Awareness and Access to Services
- Increasing emergency responder call code types to be mapped directly to MCR
- Strengthen Service Capacity and Operational Readiness
- Enhance Follow-Up and Continuity of Care
- Invest in Workforce Development and Staff Support
- Strengthen Public Safety and Community Partnerships
- Advance Financial Sustainability and Medicaid Readiness
- Maintain Quality, Safety, and CARF Accreditation Standards

Looking Ahead

MCIU remains dedicated to providing compassionate, person-centered crisis intervention while continuing to build a stronger, more resilient behavioral health crisis response system for the residents of New Orleans.

Overall Service Delivery & Performance

This report provides a comprehensive summary of the Mobile Crisis Intervention Unit (MCIU) performance in 2025. It details call volumes, dispositions, transport and resolved calls, support provided to partner agencies, events coverage, and operational achievements, with charts and tables to aid interpretation. Percentages are provided to contextualize impact relative to total calls.

During 2025, the Mobile Crisis Intervention Unit generated 3,943 Mobile Crisis Response records. Following data validation and quality assurance review, 102 records were classified as voided calls and 72 records were identified as duplicate entries. After these adjustments, the program recorded 3,769 true calls for service, representing actual behavioral health crisis encounters requiring Mobile Crisis intervention. This methodology ensures the data accurately reflects the volume of unique individuals, families, and community members served during the reporting period.

Annual data analysis revealed that **psychosis remained the most common presenting problem** among individuals served for both adults and children. This trend highlights the acuity of persons in crisis and the ongoing need for specialized crisis intervention and assessment services for individuals experiencing severe mental health symptoms. Additionally, **transportation was the most frequently utilized intervention**, demonstrating MCIU's critical role in connecting individuals to treatment providers, crisis stabilization services, medical care, and community support.

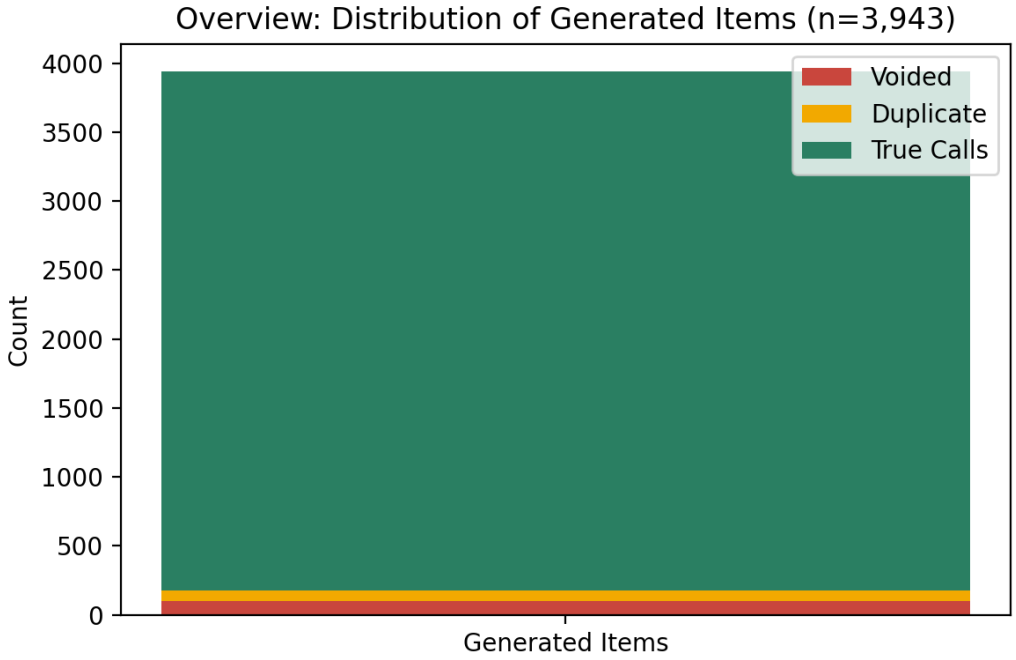
Total MCR Items Generated:
3943
Voided Calls: 102
Duplicate Calls: 72
True Calls for Service: 3769

Cancelled by Caller: 421
Gone on Arrival (GOA): 208
OPC/PEC Verified: 54
On-Scene Refusal: 59
Support to Other Agencies: 539
Transports: 1634
No Transport (Resolved): 456
Calls Sent Back: 168
Special Events Supported: 30

Calls for Service

Total Calls for Services: These calls are broken down into 3 categories Voided, Duplicate, and True Calls for service. Voided Calls represent incidents that were entered into the dispatch system but later determined to be invalid or entered in error and therefore did not require a Mobile Crisis response. Duplicate Calls are calls that were generated more than once for the same incident, individual, or event. These records were removed from service volume calculations to prevent multiple counts of a

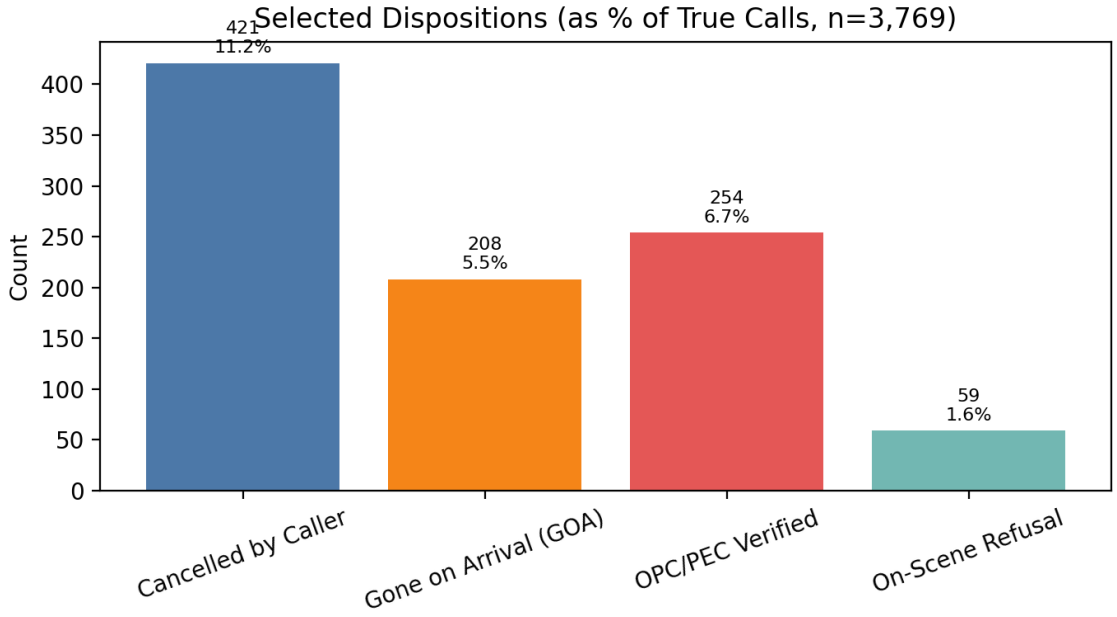
single crisis event. True Calls for Service represent unique, valid crisis response incidents that required review, dispatch, intervention, or direct Mobile Crisis involvement.



Call Dispositions

Call disposition refers to the outcome or status assigned to a Mobile Crisis Response (MCR) call after all assessment, intervention, and response activities have been completed. Dispositions are used to categorize how the call was resolved and provide a standardized method for tracking service outcomes, operational trends, and program effectiveness. Call disposition data helps the Mobile Crisis Intervention Unit (MCIU) evaluate response patterns, resource utilization, service accessibility, and community impact.

Cancelled by Caller: 421 **Gone on Arrival (GOA): 208** **OPC/PEC Verified: 254**
On-Scene Refusal to Engage: 59



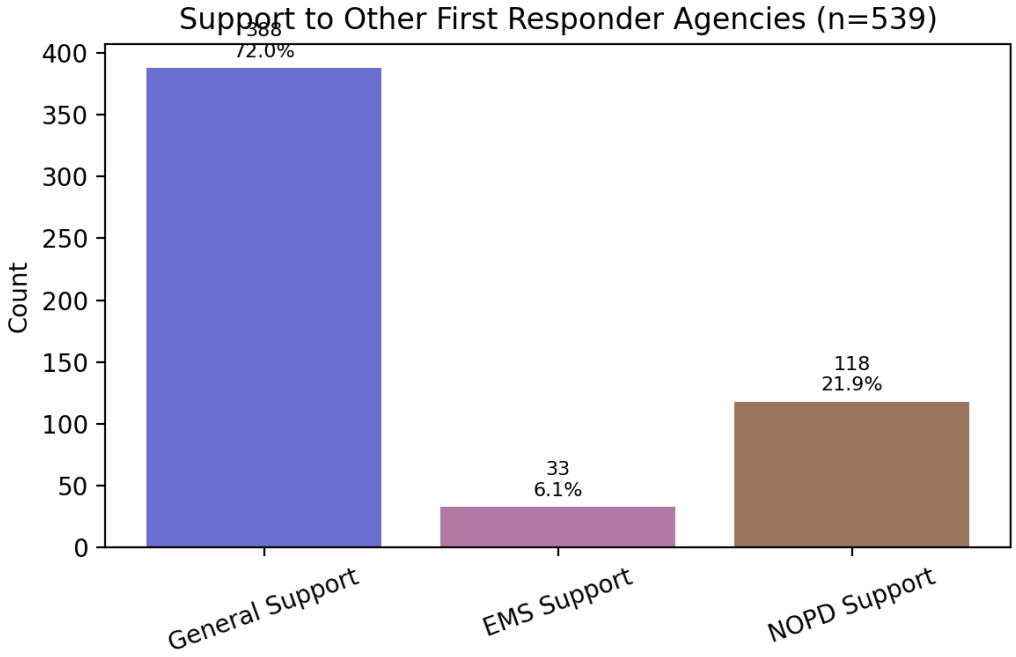
Support to Other Agencies

Support to Other Agencies refers to incidents in which the Mobile Crisis Intervention Unit (MCIU) provides assistance, consultation, co-response, clinical expertise, transportation support, de-escalation services, behavioral health assessments, resource coordination, or crisis intervention on behalf of or in collaboration with another public safety, healthcare, or community-based agency. These responses may occur when a partner agency requests MCIU's specialized behavioral health expertise to help address situations involving mental health crises, substance use concerns, homelessness, vulnerable populations, or other complex communities.

General Support: 388

EMS Support: 33

NOPD Support: 1218



Transport and Resolved Calls (No Transport)

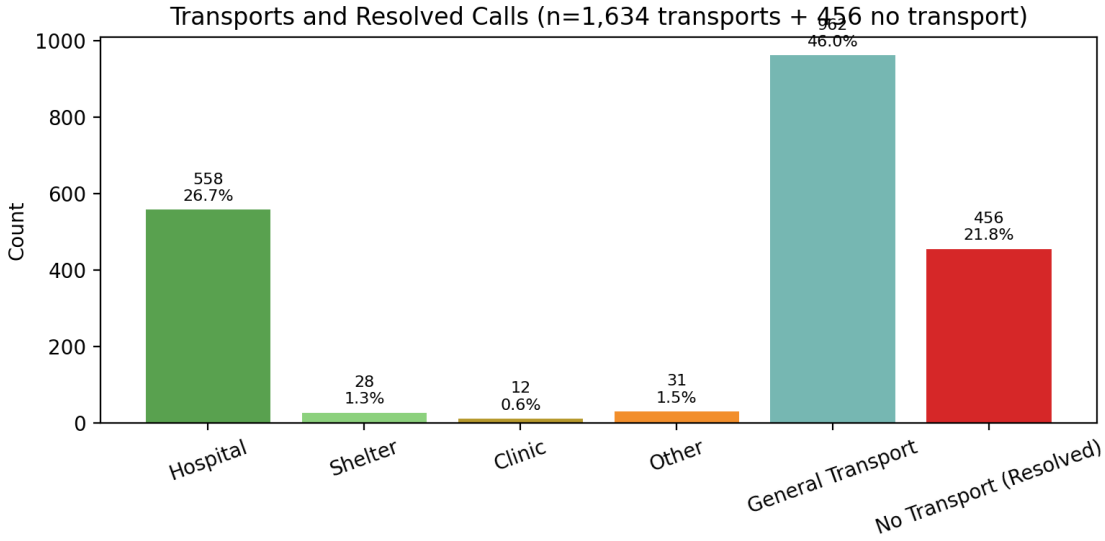
Transports and Resolved on Scene measure MCIU's ability to connect individuals to appropriate care while utilizing the least restrictive intervention necessary.

Transport refers to Mobile Crisis Intervention Unit (MCIU) encounters in which the individual in crisis is safely transported by MCIU staff to an appropriate destination based on assessed clinical, social, medical, or safety needs. Transport destinations may include hospitals, behavioral health facilities, crisis receiving centers, shelters, clinics, community service providers, or other appropriate locations that support stabilization and continuity of care. Transportation decisions are guided by clinical assessment, individual preference when appropriate, safety considerations, and the least restrictive level of care necessary to address the presenting crisis.

Resolved on Scene refers to calls for service in which the crisis was successfully stabilized in the community without the need for transportation to another location. Through assessment, crisis intervention,

de-escalation, safety planning, resource coordination, family engagement, and linkage to community supports, MCIU was able to address the immediate crisis while allowing the individual to remain safely in their current environment. Resolved-on-scene outcomes reflect MCIU's commitment to providing the least restrictive intervention possible and reducing unnecessary emergency department visits, law enforcement involvement, and higher levels of care when clinically appropriate.

Total Transports: 1634
Hospital 558, Shelter 28, Clinic 12, Other 31, General Transport 962.
No Transport (Resolved): 456



Events

Events refer to planned or emergent community activities, public gatherings, citywide operations, disaster response efforts, outreach initiatives, and special assignments in which the Mobile Crisis Intervention Unit (MCIU) provides behavioral health support, crisis intervention services, public education, community engagement, resource coordination, safety monitoring, or operational assistance. Event coverage allows MCIU to proactively engage with community members, increase awareness of behavioral health resources, support vulnerable populations, and

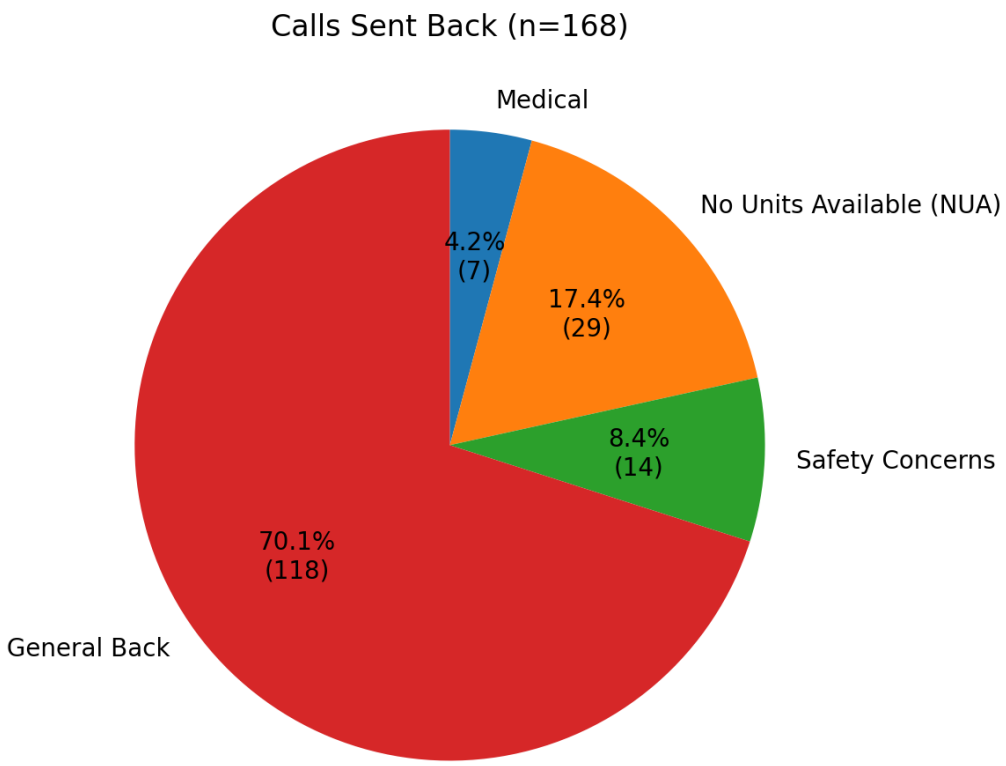
collaborate with public safety and community partners during large-scale activities or emergencies.

Special Events Supported: 30 (community events, city-wide emergencies).

Calls Sent Back

Calls Sent Back are incidents originally assigned to the Mobile Crisis Intervention Unit (MCIU) that could not be safely or appropriately managed by MCIU at the time of dispatch and were therefore returned to the dispatch center, referring agency, or another public safety responder for reassignment, additional resources, or alternative intervention. Calls may be sent back due to safety concerns, the need for a medical response, resource limitations, or circumstances that fall outside the scope of MCIU response capabilities.

Total Sent Back: 168 **Medical Reasons: 7** **No Units Available (NUA): 29** **Safety Concerns: 14**
General Back: 117


Calls Sent Back (n=168)
Medical
No Units Available (NUA)
Safety Concerns
General Back
4.2%
(7)
17.4%
(29)
8.4%
(14)
70.1%
(118)

Response Times

The Mobile Crisis Intervention Unit (MCIU) remained committed to providing timely, effective, and person-centered crisis response services throughout 2025. On average, MCIU responders arrived on scene within 17 minutes of receiving a call for service, demonstrating the team's ability to rapidly mobilize and provide support during behavioral health emergencies.
Once on scene, responders conducted assessments, crisis intervention, de-escalation, safety planning, resource coordination, and transportation services as needed. The average total time from initial call receipt to case completion was approximately 40 minutes, reflecting the team's efficiency in delivering comprehensive crisis services while ensuring individuals received the appropriate level of care and support.

Throughout the reporting period, MCIU consistently exceeded contractual expectations for response time performance. The program's ability to rapidly engage individuals in crisis highlights the dedication of its staff, the effectiveness of its operational model, and its commitment to ensuring immediate access to behavioral health intervention when and where it is needed most. By maintaining response times well below established performance standards, MCIU continued to enhance community safety, support positive crisis outcomes, and strengthen New Orleans' behavioral health crisis response system.

Follow-Up Services and Continuity of Care

A critical component of the Mobile Crisis Intervention Unit (MCIU) service model is the provision of **brief follow-up contacts** after the immediate crisis has been resolved. These follow-up efforts are designed to ensure continued safety, assess ongoing needs, confirm successful crisis resolution, and connect individuals and families with appropriate community resources and treatment providers. Follow-up services help bridge the gap between crisis intervention and ongoing care, reinforcing MCIU's commitment to person-centered and recovery-oriented services.

During 2025, MCIU conducted follow-up outreach related to its **3,769 true calls for service**. Through these efforts, the program successfully connected with approximately **75% of the individuals, family members, or collateral contacts served during a crisis episode**. These follow-up contacts provided an opportunity to assess the individual's current status, review safety plans, identify unmet needs, and support linkage to ongoing services and community-based support.

Of those successfully reached, MCIU staff were able to provide referrals, resource connections, and linkage to appropriate behavioral health, medical, and social service providers. These connections help reduce barriers to care, support recovery, and decrease the likelihood of future crisis episodes.

Key Referral and Linkage Partners

Through follow-up services, MCIU connected individuals and families to a broad network of behavioral health, medical, educational, safety, and social support services. Referrals were based on the needs identified during crisis response and follow-up

contacts, ensuring individuals related to the most appropriate resources for ongoing support and recovery.

Frequently utilized referral partners during 2025 included:

- **Mindful Horizons Outpatient Mental Health Services** for outpatient counseling, psychiatric services, and medication management.
- **Family Justice Center** for victim advocacy, domestic violence services, safety planning, legal resources, and family support.
- **Children's Hospital New Orleans (CHNOLA)** for pediatric behavioral health services, specialty medical care, and family support resources.
- **Thrive Kids Program** for youth and family-centered behavioral health services, care coordination, and support for children experiencing emotional and behavioral challenges.
- **RHD Assertive Community Treatment (ACT) Team** for ongoing community-based mental health treatment, care coordination, and intensive support services for individuals with severe and persistent mental illness.
- **Primary Care Providers (PCPs)** for medical follow-up, health screenings, and continuity of healthcare services.
- **National Alliance on Mental Illness (NAMI)** for peer support, counseling resources, family education, advocacy, and recovery-oriented support services.
- **Food Pantries throughout the Greater New Orleans area** to address food insecurity and other basic living needs identified during crisis intervention.
- **Gun Safe Services** to assist individuals and families with voluntary firearm safety measures and safe storage options as part of suicide prevention and crisis stabilization efforts.

- **New Orleans Public Schools (NOLA-PS) Office of Student Support** to assist students and families with educational services, behavioral health supports, attendance intervention, crisis response coordination, and school-based resources.

Comprehensive Continuum of Care

MCIU recognizes that successful recovery often requires more than immediate crisis intervention. Many individuals and families experience challenges related to mental health, physical health, housing stability, education, food security, safety, and access to ongoing treatment. Through follow-up outreach, MCIU works to address these needs by linking persons served with trusted community partners capable of providing long-term support.

By successfully reaching approximately **75% of individuals, family members, and collateral contacts following a crisis event**, MCIU was able to confirm crisis resolution, reinforce safety planning, provide referrals, and facilitate connections to critical community resources. These efforts strengthen the continuum of care and help reduce future crisis episodes by ensuring individuals receive appropriate services beyond the initial intervention.

Follow-Up Impact

The success of MCIU's follow-up process demonstrates the program's commitment to ensuring that support does not end when the crisis call concludes. Through meaningful engagement and resource navigation, MCIU helps individuals and families move from crisis toward stability, recovery, and long-term wellness while strengthening community connections across New Orleans.

Acknowledgments

The Mobile Crisis Intervention Unit extends its sincere appreciation to the **City of New Orleans**, the **New Orleans Health Department (NOHD)**, and **Resources for Human Development (RHD)** for their leadership, partnership, and continued commitment to advancing community-based behavioral health crisis services. Through their support and vision, MCIU has continued to grow as a trusted resource for individuals and families experiencing behavioral health emergencies.

We gratefully acknowledge our public safety and emergency response partners, including the **New Orleans Police Department (NOPD)**, **New Orleans Emergency Medical Services (NOEMS)**, **New Orleans Fire Department (NOFD)**, and the **Office of Public Communications and Dispatch (OPCD)**. Their collaboration, trust, and shared commitment to community safety have strengthened the City's crisis response system and enhanced outcomes for those in need.

We also thank the many healthcare providers, behavioral health organizations, schools, advocacy groups, community-based organizations, and referral partners who work alongside MCIU to ensure individuals and families receive ongoing support, treatment, and resources following a crisis. These partnerships are essential to building a strong continuum of care throughout New Orleans.

Special appreciation is extended to the members of the **MCIU Community Advisory Board (CAB)** for their ongoing dedication, feedback, and commitment to ensuring that community voices remain central to the development and improvement of Mobile Crisis services. Their insights continue to strengthen transparency, accountability, and responsiveness within the program.

Most importantly, we thank the individuals, families, and community members who have entrusted MCIU to support them during some of life's most challenging moments. Your resilience, trust, and feedback help guide our efforts and inspire our continued commitment to providing compassionate, person-centered care.

Finally, we recognize the extraordinary dedication of our MCIU staff, whose professionalism, compassion, and unwavering commitment to service make this work possible every day. Their efforts continue to transform lives, strengthen families, and build a healthier, safer, and more resilient New Orleans.

Conclusion

The Mobile Crisis Intervention Unit (MCIU) concluded 2025 with a year of measurable impact, continued growth, and unwavering commitment to the residents of New Orleans. Through timely crisis response, strong community partnerships, high-quality service delivery, and a dedication to person-centered care, MCIU successfully responded to thousands of behavioral health crises while helping individuals and families access the support they needed during critical moments.

The achievements highlighted throughout this report reflect the collective efforts of MCIU staff, the New Orleans Health Department, public safety partners, healthcare providers, community organizations, and the individuals and families who entrusted us with their care. Together, these partnerships have strengthened access to behavioral health services, improved community outcomes, and enhanced New Orleans' crisis response system.

As MCIU looks toward the future, the program remains committed to expanding awareness of Mobile Crisis services, strengthening community partnerships, advancing workforce development, enhancing continuity of care, and ensuring long-term sustainability. By continuing to innovate and build upon the successes of 2025, MCIU is well-positioned to meet the growing behavioral health needs of the community while remaining a trusted resource for those experiencing crisis.

Every call represents an opportunity to provide hope, support, and stability. MCIU remains honored to serve the residents of New Orleans and committed to ensuring that individuals experiencing a behavioral health crisis receive the right service, at the right time, in the right place.

Providing Hope, Support, and Crisis Response When It Matters Most.